

## **PATIENT SERVICES SPECIALIST IV**

### **DEFINITION:**

Under general direction, to supervise the activities of a unit of Patient Services Specialists; perform complex casework in determining patient's eligibility for medical assistance programs and access to managed care options; and perform related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

The Patient Services Specialist IV class serves as a supervisor over a unit of Patient Services Specialists found only in the Health & Human Services Agency. Incumbents in this class perform the most difficult casework in determining patient's eligibility for medical aid programs and managed care options. A Patient Services Specialist IV differs from the next lower class, Patient Services Specialist III, in that the latter performs journey-level casework of above average difficulty.

### **EXAMPLES OF DUTIES:**

Plans, schedules, and assigns work; provides technical and administrative consultation, and trains subordinate Patient Services Specialists; makes recommendations for methods to resolve complex case situations and complaints; reviews case records for completeness, accuracy, and conformity with laws, regulations, and policies; verifies the appropriateness of contractor claims for payment; performs statistical surveys and research projects; assists in preparing program and budget reports, writes procedures based on program material; assists county physicians in utilization reviews; and coordinates with government and private agencies to assure appropriate managed care option activities.

### **MINIMUM QUALIFICATIONS:**

#### **Thorough Knowledge of:**

- Eligibility requirements for a variety of programs that provide financial coverage to patients for health care.
- Community resources available to meet patient needs.
- Interviewing in order to obtain medical, financial, and other eligibility data.
- Casework methods and techniques.
- Managed Care Options for Medi-Cal.

#### **General Knowledge of:**

- Supervision and training principles and methods.
- Basic arithmetic and statistics analysis.
- Record keeping techniques.

#### **Skills and Abilities to:**

- Plan and direct the work of subordinate staff.
- Manage difficult and complex cases, situations, and determinations regarding eligibility.
- Identify problem areas concerning patients seeking medical aid.

- Make appropriate decisions under minimum supervision.
- Read and understand medical records.
- Maintain effective working relationships with individuals, groups, and community agencies.
- Communicate effectively, both orally and in written form.

#### **EDUCATION/EXPERIENCE:**

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is:

At least four (4) years of experience determining patients' eligibility for medical assistance programs, AND, one (1) year of experience in a lead worker capacity. A bachelor's degree in a health or social science field is highly desirable.

#### **SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

##### **License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

##### **Working Conditions:**

Travels to hospitals, clinics, and other worksites located throughout the county.

##### **Background:**

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on type, number, and recency may be disqualifying. Prior to appointment, candidates offered positions in Health and Human Services Agency (HHSA) programs that deal with patients and/or drugs will be subject to a limited security clearance investigation performed by the HHSA.